



CAREER OPPORTUNITY

CITY OF LA HABRA, CALIFORNIA
HUMAN RESOURCES DEPARTMENT * P.O. BOX 337 * 90631
110 E. LA HABRA BLVD. * LA HABRA, CA * (562) 383-4079

PART-TIME BILINGUAL RECEPTIONIST (English/Spanish)
\$10.50/hr.

The City of La Habra is recruiting to fill the position of a Part-Time Bilingual Receptionist to greet and assist visitors and the public at the reception desk in the main lobby of City Hall and to provide primary coverage for the VoIP (Voice over Internet Protocol) phone system. This is a part-time position which reports to the Human Resources Manager in the Human Resources Department, and is scheduled to work approximately 25 to 28 hours per week. Hours may vary based upon the needs of the department.

DEFINITION:

Under supervision, the Bilingual Receptionist provides customer service to the public in person and over the phone; responds to requests for information and services; directs customers to appropriate City operations; responds to phone calls and screens inquiries; performs clerical assignments including typing, filing, and computer data input; and performs other related duties.

ESSENTIAL DUTIES: *(Duties may include, but are not limited to the following):*

- Greets and assists visitors and the public at the reception area; and directs them to the appropriate City operations.
- Provides primary coverage for the VoIP (Voice over Internet Protocol) phone system.
- Operates a phone system, receives incoming calls, and makes connections.
- Receives and responds to a high volume of phone calls, and screens inquiries.
- Provides information about the City.
- Performs filing and clerical support.
- Operates modern office equipment, including a computer with associated software.
- Performs other related duties as required.

QUALIFYING KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Customer relations and public relations techniques, including phone etiquette.
- Microsoft Office and Outlook.
- Office methods, procedures, practices, and equipment.
- Basic record keeping methods.

Skill and Ability to:

- Provide excellent customer service to all those contacted in the course of performing job duties.
- Interact with a wide variety of customers while maintaining a professional demeanor.
- Learn VoIP (Voice over Internet Protocol) phone system.
- Speak clearly and use appropriate phone etiquette.
- Work under pressure and handle a large volume of public contact and phone calls.
- Learn City departmental operations in order to direct service requests to the appropriate source.
- Communicate effectively with individuals from diverse backgrounds.
- Receive, screen, and direct questions and phone calls to the appropriate source.
- Exercise judgment and tact in dealing with the public in difficult situations.
- Establish and maintain effective working relationships with others.
- Operate a computer and use Microsoft Office products.
- Understand and follow oral and written directions.
- Maintain accurate records.
- Speak, read, and write in English and Spanish.
- Work independently.

EDUCATION/EXPERIENCE REQUIREMENTS:

Combination of education and experience providing the qualifying knowledge, skills, and abilities required for this position. Graduation from high school or equivalent, customer service experience working with the public at a front counter or reception area, and bilingual (English/Spanish) skills are required.

LICENSE REQUIREMENT:

Position requires a valid California Class C driver's license.

APPLICATION PROCEDURE:

Applications are available on the City's website at www.lahabracca.gov or in the Human Resources Department. Completed applications and resume must be submitted to the Human Resources Department and **will be accepted until 4:30 p.m. on Friday, March 31, 2017.** Resumes will not be accepted in lieu of a completed City application. All applications will be screened. Applicants deemed best qualified will be invited for an oral interview. The final candidate must successfully complete a medical examination/drug screening, DMV check, employment history verification and will also be fingerprinted.

If any accommodation is needed during the interviewing process, please notify the Human Resources Department at least five days in advance of your scheduled appointment so that we may be able to provide a reasonable accommodation.

***This bulletin is not a contract, neither expressed nor implied.
Any provision herein may be modified or revoked.***